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MaryJane Cooper, *Editor*

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PSCnews

Public Service Commission of South Carolina

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PSC Sponsors Emergency Preparedness Generic Workshop

On Monday, July 11, the Public Service Commission sponsored a generic workshop to explore issues involved in the response of South Carolina utilities to disruptions in utility services caused by weather, terrorist activity or any other cause. Participants also explored the interrelationships of the State's various utility services, particularly in the face of wide-spread service disruptions.

A broad spectrum of utility, government and trade association representatives participated in the workshop, with presentations centered around the following topics:

- ♦ **Emergency Response Planning and Execution:** Discuss applicable rules and regulations for emergency preparedness/ homeland security (no company specific, sensitive data).
- ♦ **Emergency Response Communications with Other Utilities / Government Entities/ Customers:** Discuss the processes and priorities for communicating with constituencies during emergencies.
- ♦ **Performance Standards and Measurement:** Discuss how to determine if emergency preparedness response is meeting needs.
- ♦ **Lessons Learned Identification and Incorporation:** Discuss the emergency preparedness critique process, how lessons learned are identified and how lessons learned are factored into the planning process.
- ♦ **Storm Response Cost Recovery:** Discuss types of emergency response recovery costs.



The workshop was covered by local television and print news organizations. One account was picked up and reported by a national daily energy news organization.

One goal of the workshop was to help identify issues so that the appropriate parties can develop a credible, effective plan to ensure continuity of service and the earliest possible service restoration under any emergency conditions. The Commission believes that goal was met.

—Phil Riley

Thanks to the following entities who participated in the workshop (in alphabetical order):

- ♦ AT&T
- ♦ BellSouth
- ♦ Berkeley Electric Cooperative
- ♦ Duke Energy
- ♦ Progress Energy
- ♦ Regulatory Heuristics
- ♦ South Carolina Division of the Chief Information Officer
- ♦ South Carolina Electric & Gas Company
- ♦ South Carolina Emergency Management Div.
- ♦ South Carolina Office of Regulatory Staff
- ♦ South Carolina Telephone Association
- ♦ Sprint
- ♦ Verizon Communications

From the Chair *Randy Mitchell*



The PSC's Advisory Committee met for the first time on Friday, November 4, 2005, in the Commission's hearing room.

Members of the Advisory Committee, which was formed last

spring, had already been called on to participate in focus groups which helped us plan our technology needs. However, this was the first time that we actually brought everyone together in the same room for a face to face meeting. I believe everyone was happy with the results.

Attendance was excellent, and those who attended actively participated in the meeting. David Butler and Jocelyn Boyd discussed proposed amendments to the Commission's practice and procedures regulations. The Committee agreed to meet later this month to consider comments to the revisions.

Randy Erskine showed off the Commission's new audiovisual equipment. Attorneys now have easy access to a document presenter, a computer (for PowerPoint and other presentations) and a DVD/VCR

player. This equipment is user friendly and available to anyone appearing before the Commission.

Charlie Terreni also discussed the PSC's plans to survey attorneys for "customer satisfaction". Several attorneys in attendance made helpful suggestions with this project, and agreed to help develop the surveys. At their suggestion, we plan to use focus groups to develop our survey and evaluate its results.

The Advisory Committee's work has already exceeded my expectations. It is truly gratifying to see the professionals who appear before us on a regular basis step forward and help us improve the Commission's operations. I look forward to our continued cooperation with this group.

— *Randy*

In Brief . . . Chief Clerk/Administrator



I encourage attorneys practicing before the PSC to use the new audiovisual equipment in the hearing room. I realize that many of you share my paranoia about technology in the courtroom. For years, I refused to bring anything to court with me except exhibits mounted on poster boards. My poster boards were dependable, and never succumbed to "equipment failure". However, they were also expensive and cumbersome. Truth to be told, I did not get around to preparing those poster board exhibits as often as I should have.

The equipment tucked away in our new podium can make it much easier to use exhibits in Commission hearings. With the Elmo presenter, you no longer need to blow up documents. Just put your exhibit on the document camera and project it on the wall. Next time you are talking to a witness about a snippet of testimony or some other document, you will be able to let everyone else in on the secret. The touch screen monitors at the podium and the witness stand also allow you and the witness to highlight "on the go." So bring PowerPoint presentations to the hearings. David Byrne, formerly of the Talking Heads, said of PowerPoint "The genius of it is that it was designed for any idiot to use. I learned it in a few hours." Sounds perfect for me. You may either plug in your own laptop, or load the presentation on the PC housed in the podium's cabinet. We provide the projector and the screen.

Feel free to peruse the equipment after a Commission meeting. We will be glad to arrange an impromptu demonstration. You may also schedule a demonstration by contacting Randy Erskine at (803) 896-5104 or at Randy.Erskine@psc.sc.gov.

— *Charlie*

Jocelyn G. Boyd, *Deputy Clerk*



JOCELYN G. BOYD is the Deputy Clerk at the Commission; having attained this position January 1, 2005. Prior to her position as Deputy Clerk, Jocelyn served as Staff Counsel for the Commission.

As Deputy Clerk, Jocelyn serves as the Manager of the Docketing Department where she directs all activities of the department with an emphasis on the Commission's Docket Management System (DMS). As Manager, Jocelyn supervises the overall processing of all documents and filings received at the Commission.

I met with Jocelyn to find out what her aspirations are presently in her role as Deputy Clerk. Jocelyn explained that she is diligently pursuing improvements to the Commission's Docket Management System. She is presently working on electronic filing for the DMS, aiming to have the Commission's system mirror that of the Federal District Courts' filing system. She hopes that in the near future the system will be available for electronic tariff filings. Additionally, she is aiming to implement the capability of generating automated mailing labels from the DMS, and she is pursuing the implementation of an

electronic master calendar for the Commission staff.

Jocelyn says that her main goal for the DMS is to create a product that is produced professionally in a timely and efficient manner and produced with accuracy. She states that accuracy is of great importance as the information contained on the Commission's DMS is relied upon by the public and by all parties to proceedings before the Commission.

Additionally, as Deputy Clerk, Jocelyn assumes a broad range of duties assigned by the Commission's Chief Clerk/Administrator, Charlie Terreni. In this capacity, she has been involved in the collaboration of the Commission and the Office of Regulatory Staff (ORS) in a Joint Information Technology Strategic Plan, striving to provide as much information as possible through electronic means.

Jocelyn has been working on changes and amendments to Rules and Regulations of the Commission in order that the Commission's Regulations conform with Act 175 of 2004. Revisions have been made to the Commission's Article 8 Regulations (Practice and Procedure) and the Article is presently available for public comments. Jocelyn advised that the Commission's proposed revisions to Article 6 (Telecommunications Utilities) were available for public comment on November 8.

Jocelyn Green Boyd was born and raised in Columbia, being one of seven children. She obtained a Bachelors and Juris Doctor from the University of South Carolina.

Jocelyn is married to Sam Boyd of Kingstree – five years as of December 30, 2005. Sam wants a DOG!!!!!!!!!!!!!!

INTERESTS – RELAXATION TIME:

Reading and Walking
Singing with the Young Adult Choir (soprano) of Zion Baptist — travels often with Choir on Friday evenings and Sundays.

— Hope Adams

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